RELEASE NOTES

PACE Packager Hub 2.0.0

Table of Contents

1 PACE Packager Hub Overview

PACE Packager Hub is an end-to-end solution that is fully dedicated to customer servicing, teamwork, and management of packaging tasks in teams of any size. It is designed to significantly ease the fulfillment of packaging quality standards and increase the productivity of each member of the packaging team while providing an efficient tool for the management of the teams and the application packaging lifecycle. It operates as a joining link between customers, supervisors, packaging engineers, and their tools.

The solution is already pre-configured for the packaging processes out of the box, provides the best practices approaches, and has extensive customization options.

PACE Packager Hub consists of the **Task Manager** (Workflow) and **Repository Manager** modules.
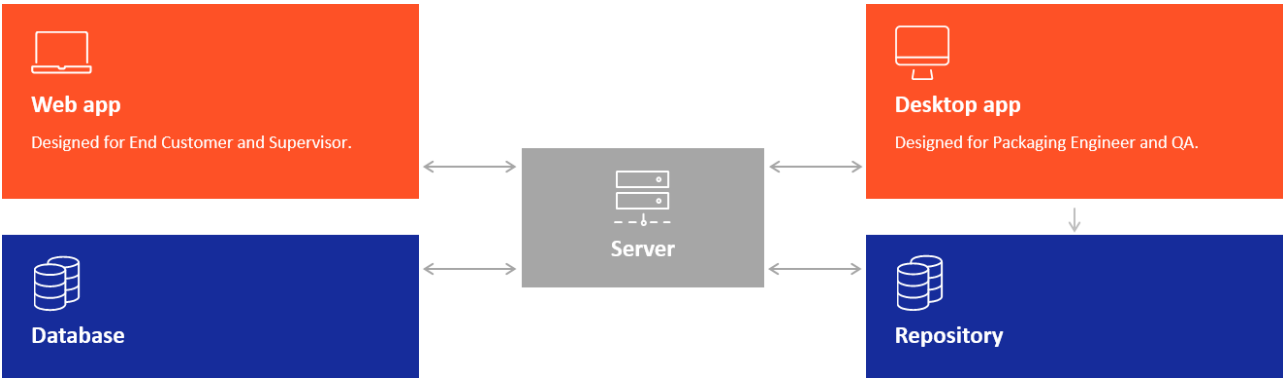
Highlights:

- A central store for all orders for packaging and packages themselves
- Provides statuses of all packaging orders/tasks
- Automates the routine operations and stores the results
- Controls the assignments and completion of orders/tasks
- Balances the workload of team members
- Manages permissions based on the assigned roles
- Highly customizable in adding/configuring fields, workflows, and scripts
- Manages packages and files on various repositories
- Supports direct upload/download of files of any sizes
- Controls the integrity of files
- Supports multiple isolated projects

PACE Packager Hub solution consists of the on-premise Server that has the Web interface and Desktop app client.

PACE Packager Hub

On-premise Location

Web app		Desktop app
Web app Designed for End Customer and Supervisor.	**Server**	**Desktop app** Designed for Packaging Engineer and QA.
Database		**Repository**

2 Requirements

2.1 Server-side Requirements

OS	Windows or Windows Server OS that supports ASP.NET Core Runtime 3.1.10 or higher
Middleware	Manually install and configure the following: • IIS Web Server *(for production purposes only and if built-in Kestrel is not suitable)* • Microsoft SQL Server 2016 or higher *(for production purposes only)* • ASP.NET Core Runtime 3.1.10 or higher *(for production purposes only; as* post-requisite *if IIS Web Server is used)* NOTE: Please ensure that you are downloading and installing the **Hosting Bundle**.
Privileges	Administrative privileges on the system
Hardware	CPU: 64-bit (x64) processor at 2.4 GHz or greater RAM: 4 GB

HDD: 1 GB free space

Network: 100 Mbit

2.2 Client-side Requirements

2.2.1 Supported browsers

Desktop	• (Recommended) Google Chrome (Desktop) v. 87.0.4280.141 (https://chromeenterprise.google/browser/download/) or higher stable release • Latest stable version of Web Browsers based on Chromium NOTE: Please ensure that JS support is enabled.
Display	1280 x 800 resolution or higher

2.3 Desktop Client Requirements

OS	Windows or Windows Server OS that supports .NET 4.7.2 or higher
Middleware	Microsoft .NET Framework 4.7.2 or higher
Privileges	Regular user privileges on the system
Hardware	CPU: 32-bit (x86) or 64-bit (x64) processor at 2 GHz or greater RAM: 2 GB HDD: 100 MB free space Display: 1280 x 800 resolution or higher Network: 100 Mbit

3 Release Notes

3.1 About This Release

The second version of **PACE Packager Hub** includes:

- Dashboard – *section 3.2*
- Reporting & Export – *section 3.3*
- History of changes – *section 3.4*
- Notifications – *section 3.5*
- Mention someone in messages – *section 3.6*
- Project docs – *section 3.7*
- Import orders from CSV – *section 3.8*
- Date and time format – *section 3.9*
- User avatar – *section 3.10*
- Forgot password – *section 3.11*
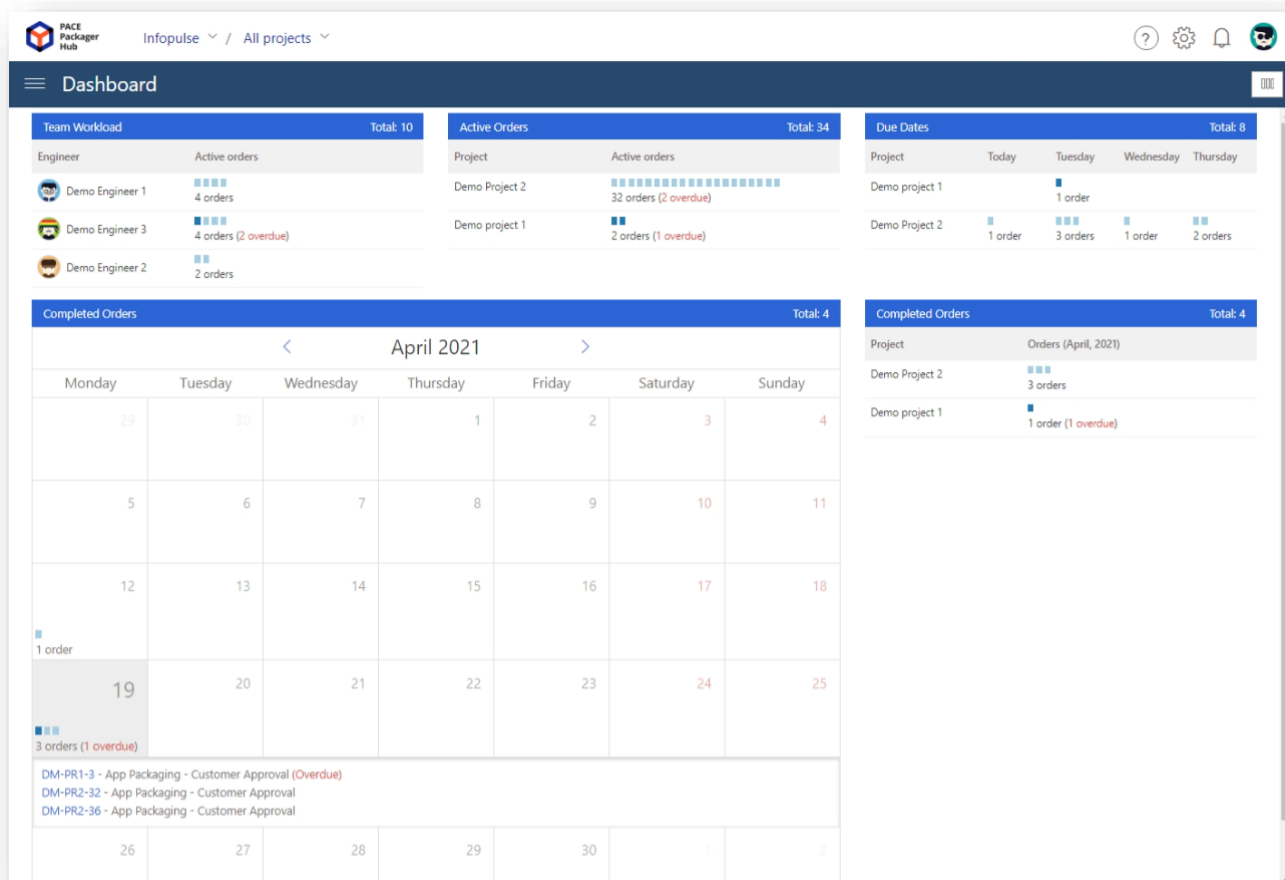- Review deleted orders – *section 3.12*

We are very grateful to everyone who has made a significant contribution to this product by responding to surveys and providing feedback. The information provided became the basis of the product roadmap.

Share your further feedbacks and suggestions with us and get the product sharpened for your needs.

3.2 Dashboard

The Dashboard provides at-a-glance view of situation in one or multiple selected projects. Here you can find information about your **Team Workload**, the number of **Active** and **Completed Orders**, orders with **Due Dates** for today and the next three days. The Team Workload widget shows who of packaging engineers are currently busy and allows to balance your team's load. The Completed Orders are presented in two views: (1) a list and (2) a calendar. The calendar allows reviewing the number and details of the orders completed each day of the selected month. Each of the widgets on click drops a menu with the orders list and their details. There you can find order ID, Type, Status and open each order for viewing/editing in a new window. In addition, the system automatically detects the overdue orders and highlights them with the respective red label across all the widgets.

The Dashboard view is customizable, and you can configure what widgets to display, how much space on screen they will take, and their order.

3.3 Reporting & Export
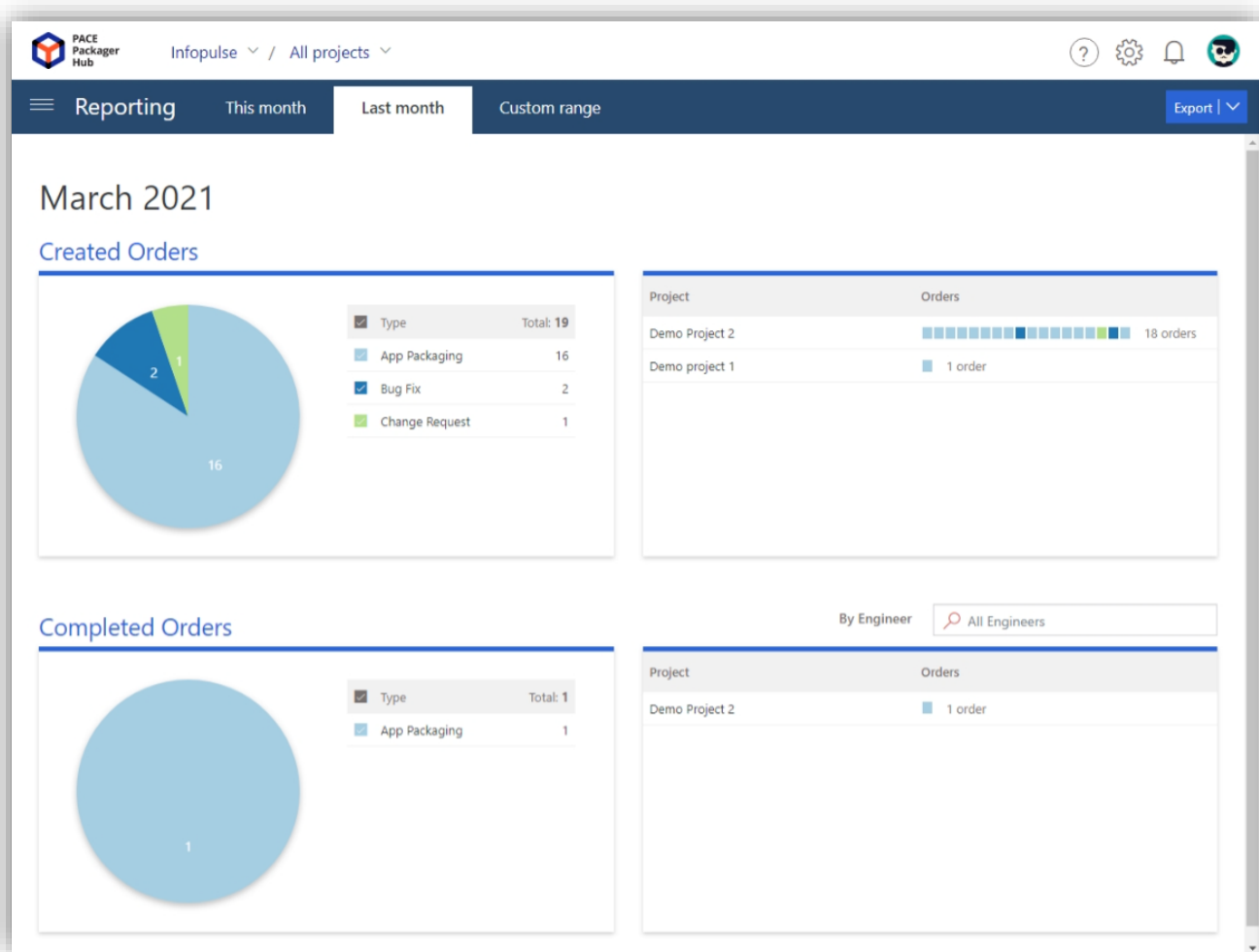
The Reporting allows to review the **Created** and **Completed Orders** in a specific period of time in one or multiple selected projects. The period could be **This month**, **Last month** or **Custom range** where you can pick the From and To dates. The orders are displayed in two views: (1) a pie diagram by order type and (2) a list by projects. Click on order type and project name drops a menu with orders list and their details. There you can find order ID, Type, Status and open each order for viewing/editing in a new window.

Need to check how many orders the specific engineer has completed in the current period of time? Not a problem. Just type the name of this engineer into the '*By Engineer*' field to filter out the completed orders.

Export of orders to CSV file is another great feature you can find on the Reporting page. It allows to export the **Created** and **Completed Orders** separately, taking into account the selected

projects and period of time. Also, you can choose what order types should be hidden and not displayed on the page or in the exported CSV file. During exporting orders to CSV you can configure what values should be exported.

3.4 History of changes
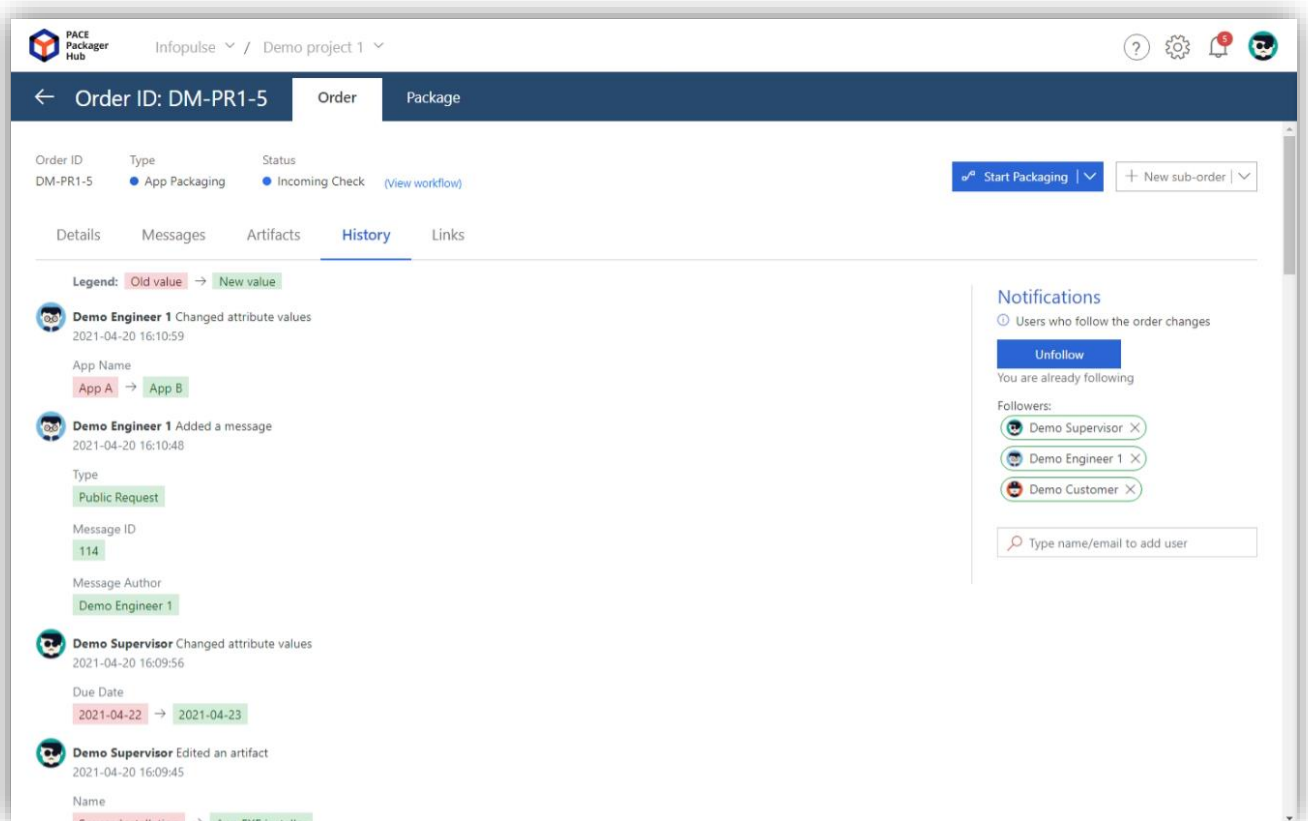
Keep track of all changes with your **Orders** and **Packages** on the History tab.

For orders, the history stores who and when (1) created/deleted the order; (2) changed attributes and status; (3) wrote a message; (4) attached artifacts (files); (5) managed order links; and (6) changed the list of order history followers.

For packages, the history includes who and when (1) created/deleted the package; (2) changed attributes; (3) delivered the package.

So, the History reflects what has happened to this order/package from its creation to its completion/deletion. Even after deletion, the Supervisor can view the order and its history.
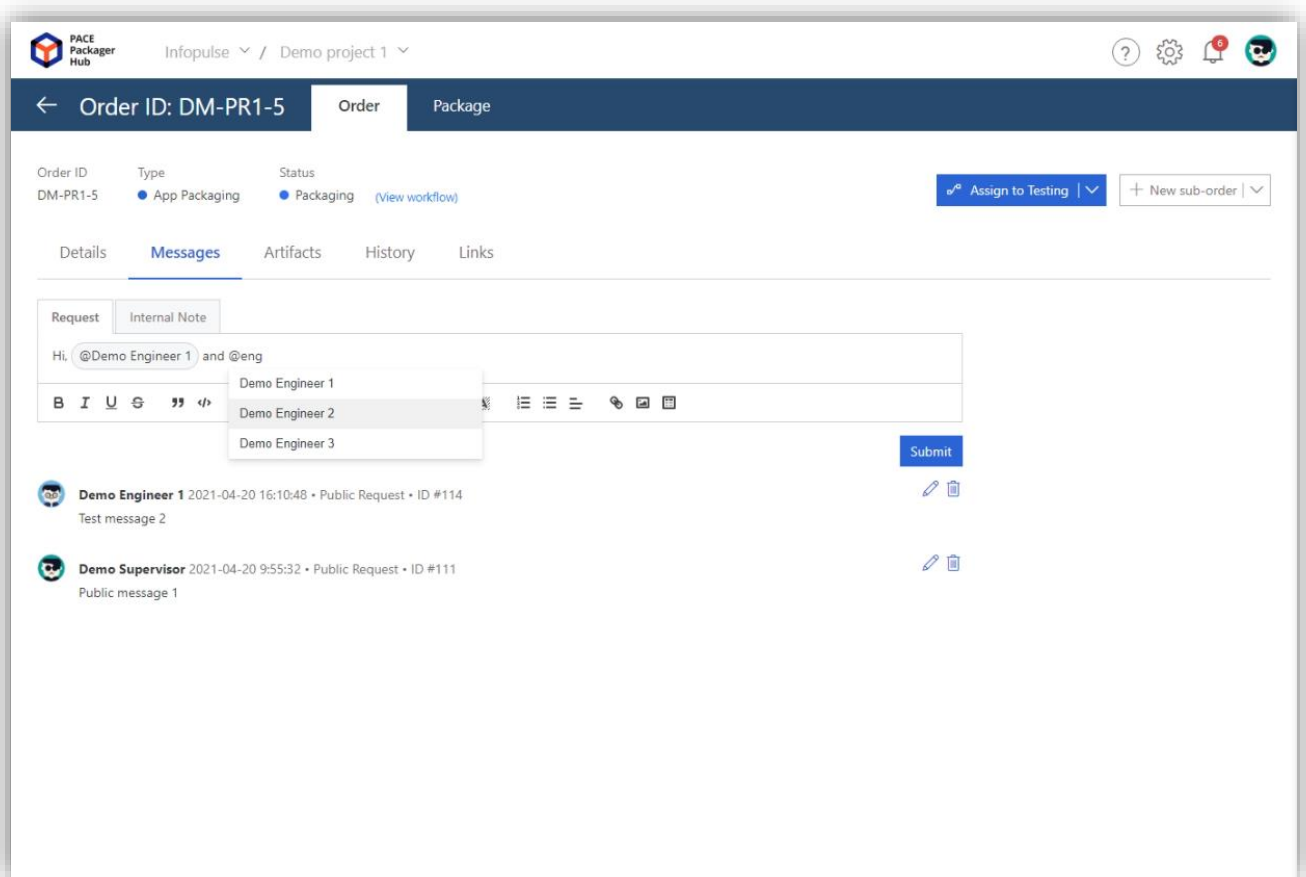
3.5 Notifications

Get **instant in-app** and/or **email notifications** about changes with orders that interest you. When you create an order or are assigned as its packaging/QA engineer, you are automatically added to the order followers list. You can also manually start/stop following this order. So, if you are a follower and someone adds/changes/removes anything in that order, you will be notified.

Flexible notification settings allow you to configure for which order changes the system will create notifications and in which way they will be delivered: (1) as in-app notification in the Notification center; and/or (2) as email notification according to the project's notification template. Also, the Supervisor can additionally configure for which project's workflow status each group of users should be notified. There is also smart configuration of email notifications, such as grouping multiple notifications into a single email by time to avoid too many emails and not sending notifications on your own changes.

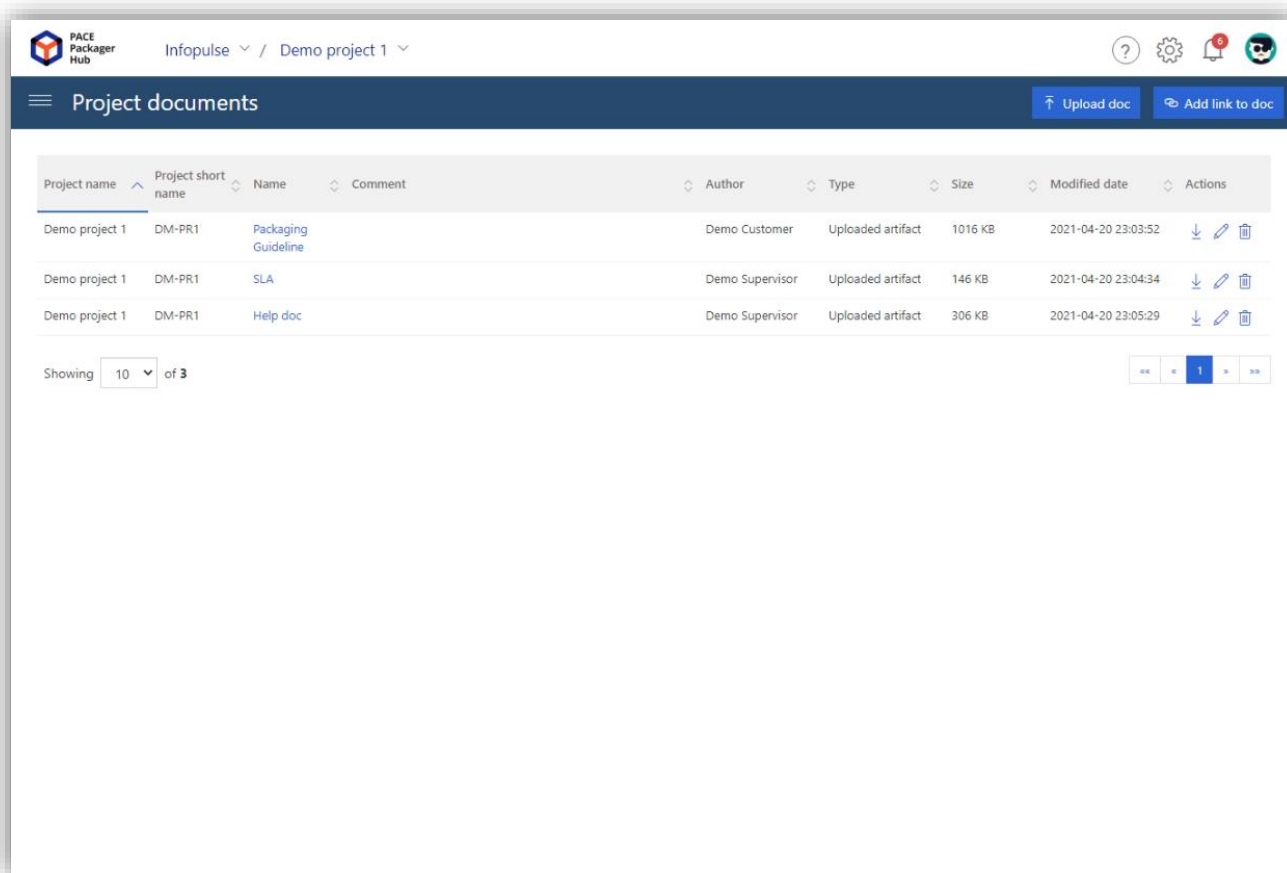## 3.6 Mention someone in messages

Mention someone from your project team in the order messages. The mentioned person will receive one-time notifications about this action, even if they are not followers of this order. So, it can be a good tool for communicating with your team, and you can be sure that the person will receive the message.

3.7 Project docs

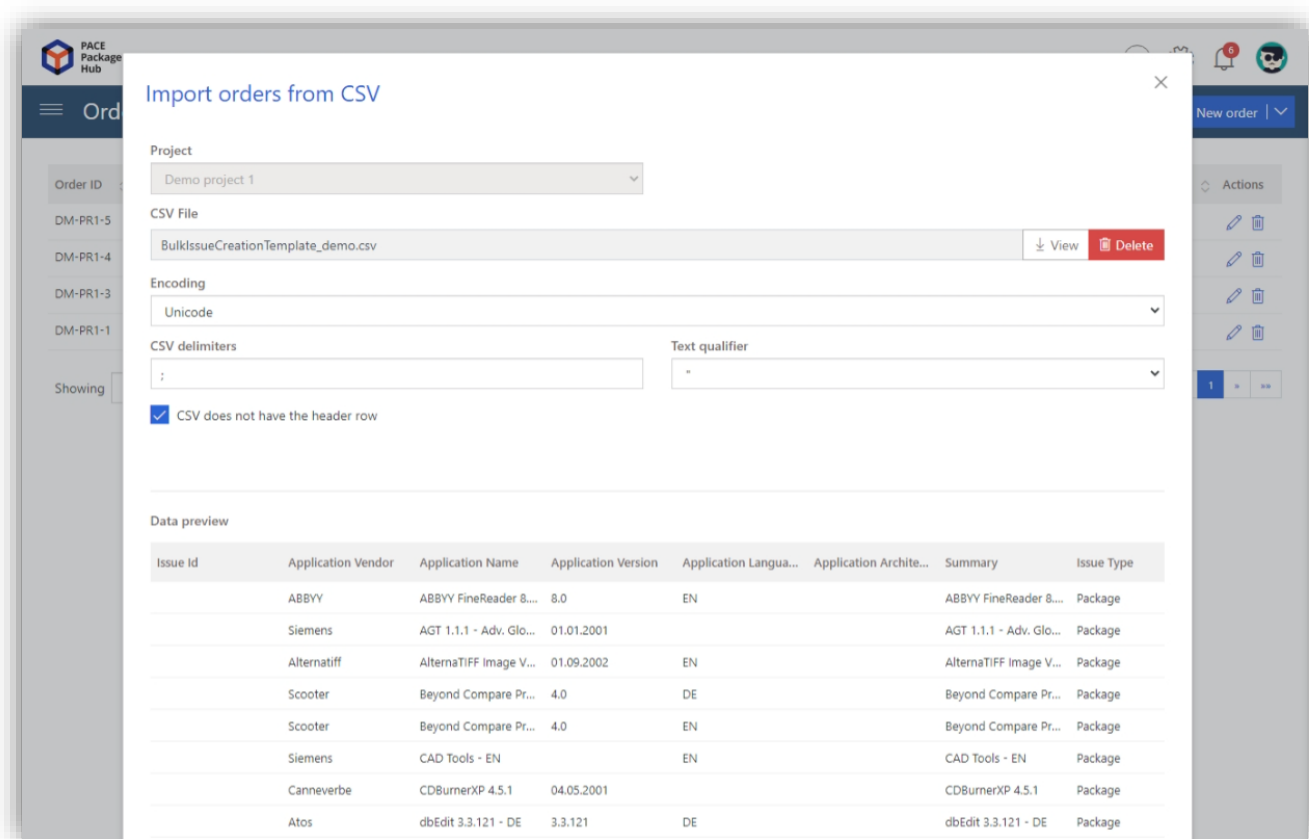The **Project documents** allows you to **store and share** project requirements, guidelines, conventions, checklists, SLA, and other docs **within your project team**. Here you can upload a file (20 MB per file) and add a link to the document.

Files and links are stored in the database and **protected from tampering**. When someone changes the doc, the system updates the 'Modification date' and 'Author' that allows to view who and when changed the document.

On upload, you can control the visibility level of documents: (1) **public** - visible to both customers and internal team; (2) **private** – visible only to the internal team.

3.8 Import orders from CSV

Migrate to PACE Packager Hub with the help of **Import orders from CSV** file. It supports a large variety of CSV files generated by any workflow solution you may be currently using. During the import,you can choose to import all items of CSV as a one or multiple order types, then map CSV columns to the order attributes and map list values from CSV with possible values of dropdown list attributes. The intelligent import orders engine allows you easily and rapidly migrate your data to PACE Packager Hub.

3.9 Date and time format
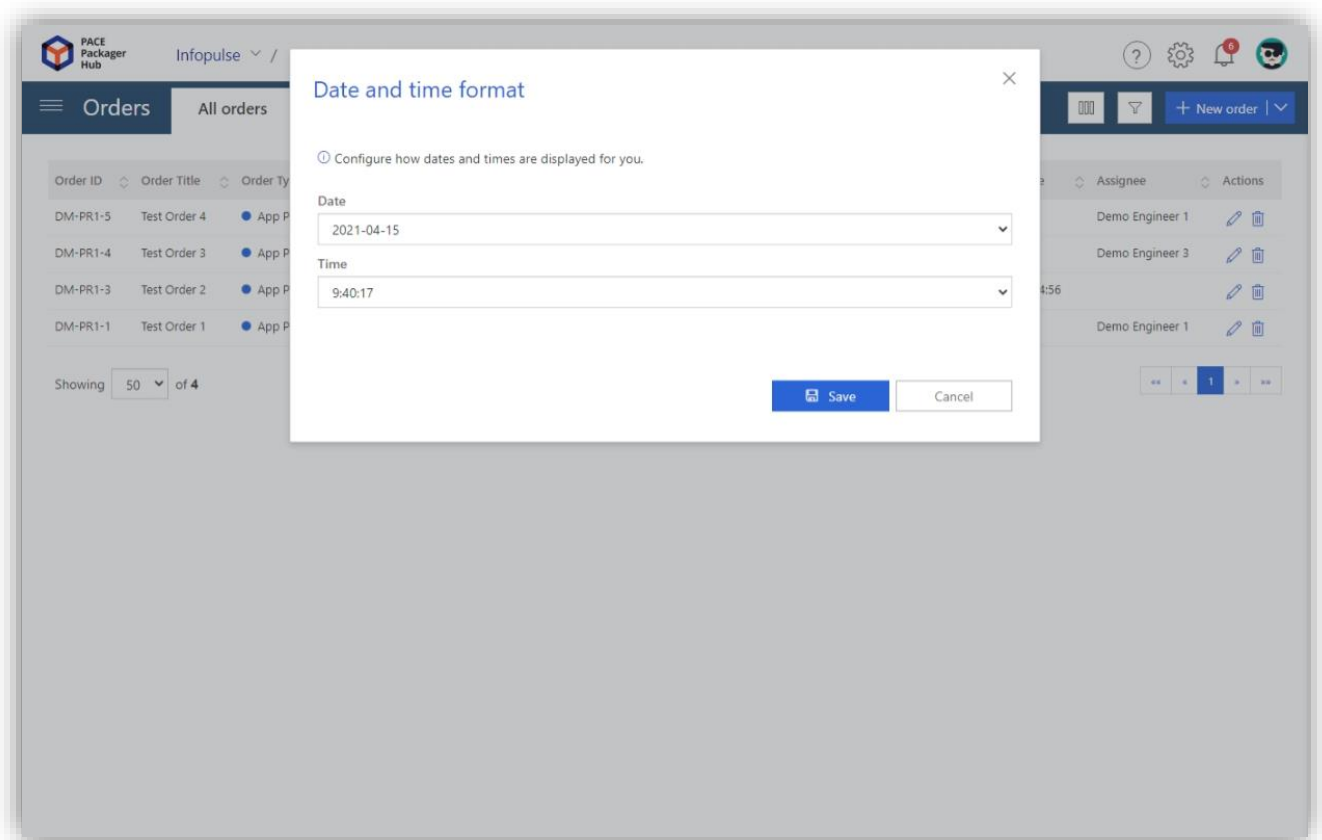
Users can **configure how date and time will be displayed** across the system. As people from different countries use different date and time formats, it can be a problem for them to determine which date is when the day and month are less than 12 (e.g., 5.10.2021). The system supports multiple formats used in the USA (MM/DD/YYYY), Europe (DD.MM.YYYY), and Asia (YYYY-MM-DD). So, each user can select how to see the date and time in the history, in-app and email notifications, messages, order/package attributes, and other places of the system.
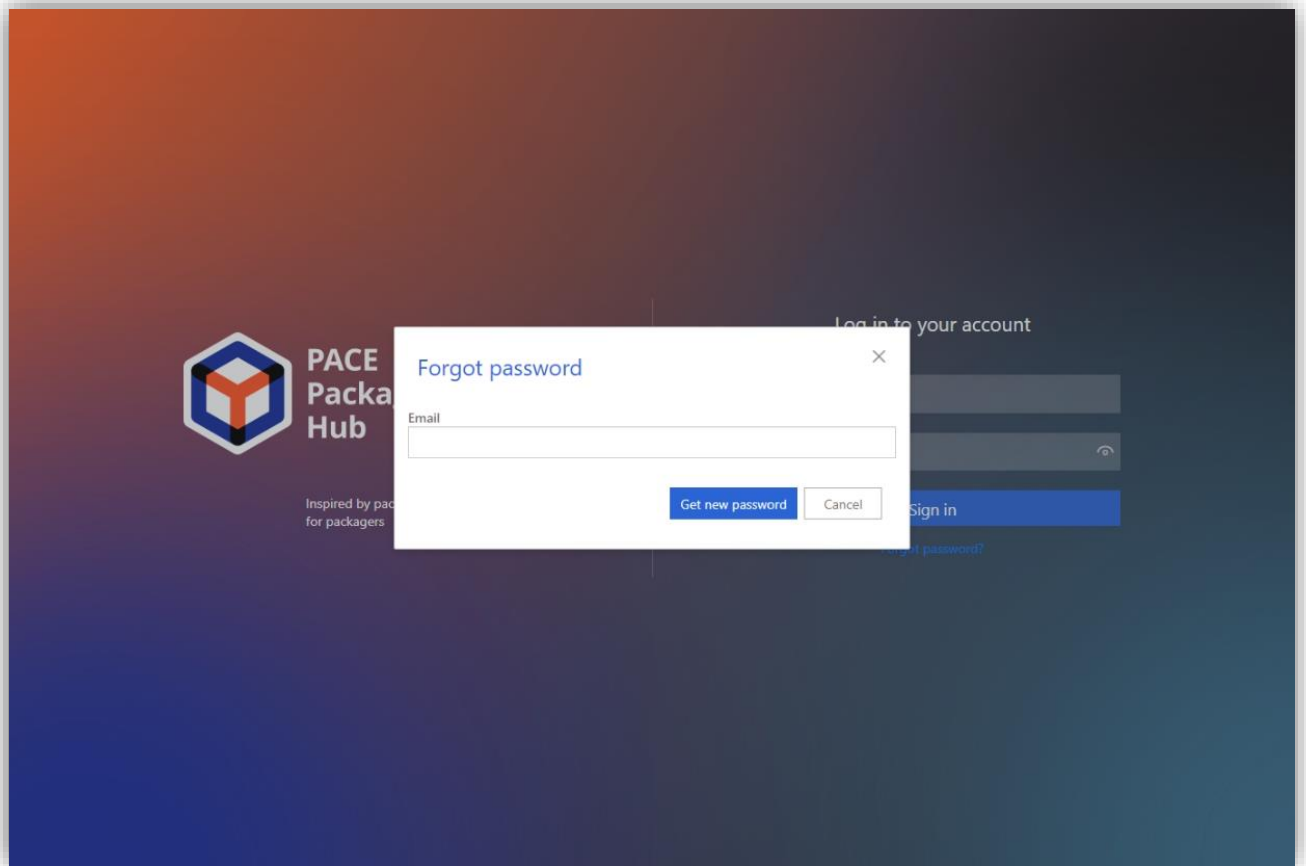
3.10 User avatar
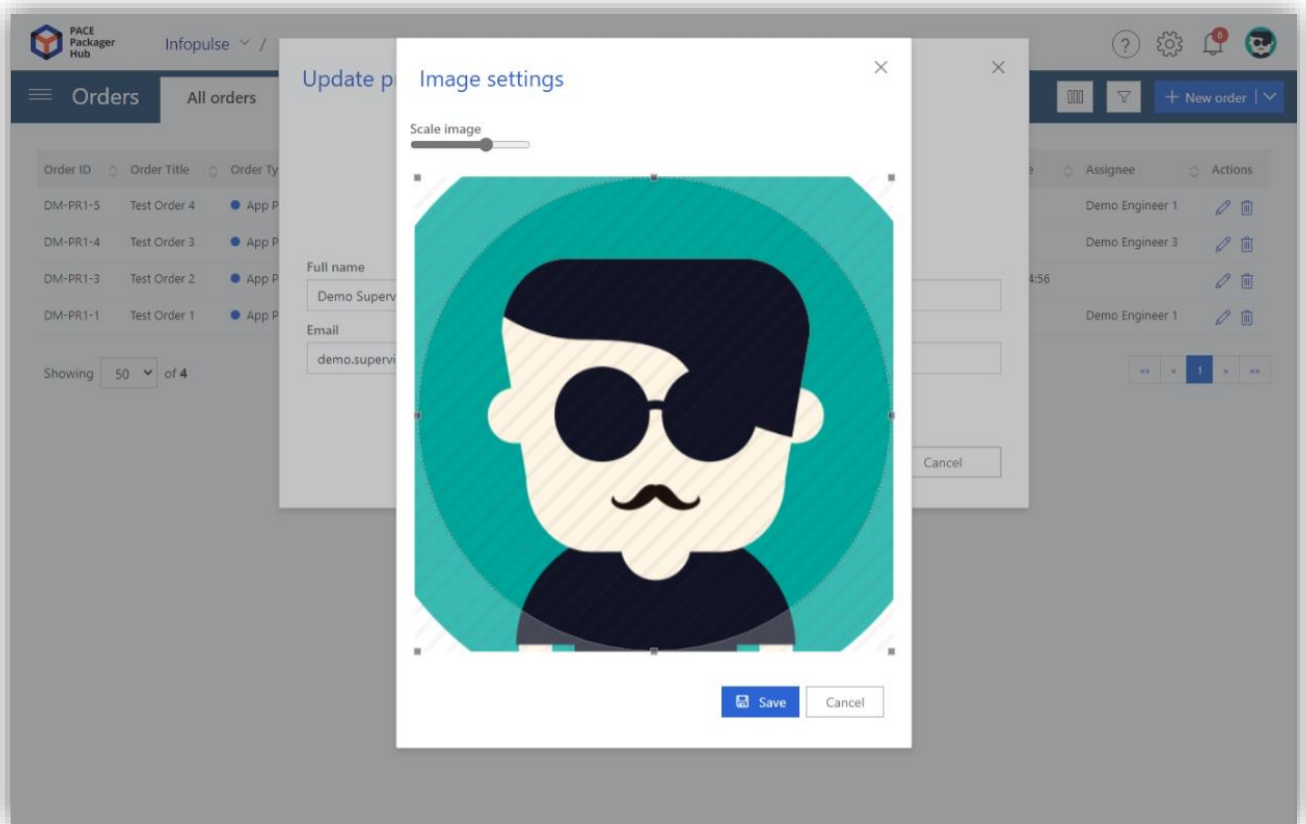
Set your user's avatar to be more recognizable in messages, history, email notifications, list of order followers, and other places of the system.

3.11 Forgot password

Set a new password in case you have lost the existing one. On demand, the system sends an email with the secure link for setting a new password. It is active only during the next 24 hours.

3.12 Review deleted orders

Only Supervisors can view the list of deleted orders and open them in the read-only mode. You can review the last state, values, messages, and history of all changes in the deleted order.